

ISDH HSP Food Bank/Home-Delivered Meals Service Standard

HRSA Service Definition:

Food Bank/Home Delivered Meals refers to the provision of actual food items, hot meals, or a voucher program to purchase food. This also includes the provision of essential non-food items that are limited to the following:

- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems in communities where issues of water safety exist

Program Guidance:

- Unallowable costs include household appliances, pet foods, and other non-essential products.
- Nutritional services and nutritional supplements provided by a *registered dietitian* are considered a core medical service (Medical Nutrition Therapy).

Key Services Components and Activities:

Funding for **Food Bank/Home-delivered Meals** may include:

- The provision of actual food items
- Provision of hot meals
- Provision of nutritional supplements *not* ordered by a physician or resulting from a registered dietitian's assessment
- A voucher program to purchase food

May also include the provision of non-food items that are limited to:

- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems communities where issues with water purity exist

Appropriate licensure/certification for food banks and home delivered meals where required under State or local regulations

No funds used for:

- Permanent water filtration systems for water entering the house
- Household appliances
- Pet foods
- Other non-essential products

Key services components and activities are noted in the Service Standards below.

HSP Service Standards:

Standard	Documentation
1. Personnel Qualifications	
1. Staff must be managed according to personnel policies and procedures of subrecipient agency.	1. Personnel file for all employed staff 2. Subrecipient agency personnel policies and procedures
2. Eligibility Criteria	
1. Subrecipients must have established criteria for the provision of food bank/home-delivered meals that includes, at minimum:	1. Non-medical case managers must maintain up to date eligibility records for clients according

<ul style="list-style-type: none"> Eligibility verification consistent with recipient requirements 	<p>to agency protocol and in any data system required by ISDH.</p> <p>2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program.</p> <ul style="list-style-type: none"> Acceptable documentation includes a current eligibility approval letter dated within 6 months of service provision. These letters may be accessed from the client's Non-medical case management, and includes effective and end dates of eligibility and those services for which the client may enroll. <p>3. Documentation must be made available for review by ISDH upon request.</p>
3. Licensing and Regulations (if applicable)	
1. Subrecipients must maintain all licenses and permits required by state/local law to operate the particular food service programs	1. Copy of current license/permit on display at site
4. Service Delivery	
<p>1. Subrecipient must have process for determining client need for services</p> <p>2. Subrecipients should make reasonable efforts to include healthy food options (such as canned or fresh vegetables, fruits, meats and fish)</p> <p>3. Subrecipient must document nutritional needs of clients accessing services (provider recommendations, food allergies, special dietary requirements, etc.)</p> <p>4. Subrecipient must document provision of services (including vouchers) in either a client record or by utilizing a tracking log</p> <p>5. Subrecipient shall adhere to all federal, state, and local food safety regulations (food handling, storage, etc.)</p>	<p>1. Policies and procedures with documentation of identified areas</p> <p>2. Present at time of monitoring</p> <p>3. Documentation of service and nutritional needs in client record</p> <p>4. Documentation of service provision (including vouchers) in client record or through utilization of a tracking log</p>
5. Volunteers	
<p>1. Volunteers who have client contact will:</p> <ul style="list-style-type: none"> Receive orientation prior to providing services Have clear understanding of duties Receive supervision by qualified staff 	<p>1. Orientation curriculum or materials</p> <p>2. Signed and dated document that outlines responsibilities for each volunteer and confidentiality expectations</p> <p>3. Documentation of supervision</p>

Subservices:

- Food Bank

- Food Voucher
- Home delivered meal

Service Unit Definition:

- Food Bank = 1 visit
- Food voucher = 1 voucher
- Meal unit = 1 meal